The following represents a summary of deliberations, advice, comments and motions that comprise this meeting of the FRC Quarterly Meeting. Please see each committee for committee minutes.

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<td><strong>Chair Remarks:</strong></td>
<td></td>
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<tr>
<td>Patrick welcomed everyone; Roy did the roll call.</td>
<td></td>
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<td><strong>Business Items</strong></td>
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### Planning Coordination Committee/FRC Strategic Planning:
- Patrick reported that due to John Henry’s health problems, he would still be an active member but would be taken off of committee participation until he is able to reassume responsibilities. Roy talked about the timeline for the State Plan. It had been recommended on the June 22nd conference call that Ann take the lead on developing the format and feedback process. Ann reported that we are ahead of schedule and that Libby and Steve have done an excellent job of keeping the Council apprised of the progress towards the State Plan. She said that Libby will give updates at the August meeting so members should be able to decide whether recommendations should be removed or added to. If it’s kept simple, the Council should be in a good position in November to provide feedback towards the State Plan.

### Legislative and Public Awareness Committee:
- Motion to approve minutes from 5/18/17 made by Don; seconded by Donte. Minutes approved.
- Mikey said the FRCB meeting will be the last week of the July. He suggested contacting Selena at DBS/FRCB to begin discussing the idea of combining legislative visits in October. FRCB quarterly meeting will be held the last week of October, ending on that Friday. Roy said we are looking at 10/9, 10/23 or 11/13 or 12/4 for visits. Donte said there may be...
budgetary restrictions for FRCB; Mikey reminded everyone that it was decided that the Council should work in tandem for the visits. If they can’t do it with us, we will proceed.

Mikey said 11/13 and after 11/30 are out for him. Roy said he would follow up with Selena about the possibility of doing tandem legislative visits the week of Oct. 9th. Patrick summarized the educate/advocate process at the Capital. Mikey, Donte, Ann and Patrick will be available. Patrick said we could tentatively plan on Rebecca and her mother coming if she is reappointed by that time. Don would like to come but said it’s difficult.

- Christienne reported that there is no word yet on legislative proposals. We will likely hear about it by mid-August at the earliest. She also said the Disability Awareness celebrations will be held in St. Pete on Friday Oct. 6th and in Miami on Friday, October 20th.

**Evaluation Committee:**
- Motion to approve minutes from 5/3/17 made by Patrick; seconded by Donte. Minutes approved.
- Ann reported that the focus group report is qualitative information with a small group. The Miami group was more positive than the Tampa group and that the information was helpful. Roy said that Market Decision may report on the focus group at the quarterly meeting but the report speaks for itself. Steve said that the information can be used to help validate things VR is already aware of that are important and that it’s an opportunity to take that information and incorporate recommendations into the State Plan. Ann said that Market Decisions’ work is superior to previous providers. Steve has forwarded the survey to the Summit Group to possibly be used as a model.

**Executive Committee**
- Motion to approve minutes from 5/18/17 made by Ann; seconded by Patrick. Minutes approved.
- Roy provided a summary on the recommendations for policy changes and the need for a full Council vote on the feedback. Motion to approve feedback on policy changes made by Don; seconded by Ann. Full Council approved the feedback.
- Roy and Patrick provided a summary of the draft public comment guidelines. Don said in his experience, all that’s required is the name, address and if you represent a particular organization. Donte said the guidelines look thorough. Patrick explained that if a person goes over their allotted 5 minutes, their comment can be readdressed in the public forum, as time allows. Beth said the language was vague regarding the additional time. Donte suggested changing the word “will” to “may” provide additional time...in the guidelines. He also suggested that the Chair can also encourage people to send in their comments in writing. Motion to approve the public comment guidelines with suggested edits made by Don; seconded by Mikey. Full Council approved.
- Patrick recommended that Mikey attend the Evaluation Summit on September 6th and 7th in Omaha. Rebecca reminded him that she was also interested in attending; Patrick said she will need to await her reappointment. No objections for Mikey to attend.
- Roy provided an update of the CSAVR round-table event, requesting feedback from DVR and DBS customers on their experiences. The Area 3 office in Orlando has been identified as the location; date is Sept. 14th. He said participants would be from the Orlando area and would get a $50 gift card. Kim and Roy are working with FRCB staff on the project.
- The 2016-2017 budget was $500,000. FRC is currently at $350,000. The previous fiscal year, $378,000 was spent. Roy recommended a continuation budget of $500,000 for the next fiscal year. Motion to approve a continuation budget of $500,000 for 2017-2018 made by Mikey; seconded by Donte. Full Council approved.

**Action Item:** Roy will contact Selena at DBS about possibly going to the Capital the week of Oct. 9th.

**Quorum established.**

Minutes approved from 5/3/17 conference call

**Quorum established.**

Minutes approved from 5/18/17 conference call

**Vote:** FRC feedback to VR policy changes approved.

**Action Item:** Roy will change “will” to “may” (provide additional time) in the guidelines and include a statement that comments can also be sent in writing.

**Vote:** Public comment guidelines approved with suggested edits.

**Vote:** Continuation budget of $500,000 for ‘17-‘18 approved.
• Aleisa is planning on leaving at the end of September but she will stay longer if her replacement is not hired at that time. Patrick asked if DOE will look for feedback from the Council and if the Council should request that they have input. Donte suggested checking with FRCB to see what the process was for hiring their Director and if they were involved at all. Roy said that a Council member had participated in a previous hire. Patrick suggested that the FRC ask that the Chair or 1st or 2nd Vice Chair be involved in the interview process. Ann pointed out that no one person on the Council really represents all the Council members. She said she would be more interested in having the information about the process and where they are in the process as opposed to participating. Steve said that Kathy Hebda is leading up the process and that the process is very involved. The Council agreed that they would like to know, 1) what is the process, 2) where DOE is in the process and, 3) if the FRC can provide feedback. Donte recommended getting the answers to 1 and 2 first, then following up with whether the FRC can have a role. After speaking to Aleisa, Steve reported that interviewees had already been selected and would be interviewing the week of 7/17. Melinda Jordan is on the interview team. He did not know whether the candidates’ names would be released or how many were selected. With that information, Patrick said they could ask for follow-up as the process continues but would most likely not have the opportunity to be involved in the decision.

Other
• Patrick suggested the Council members voluntarily donated towards Aleisa’s retirement gift, season tickets to the theater in Atlanta; strictly voluntary. No objections to the idea. The Council voted to buy Aleisa theater tickets instead of a plaque.
• Patrick said that both Rachel Smith and Steve Collins would be leaving VR as well. Steve will be working with CareerSource Florida and Rachel will working with the state of Louisiana in New Orleans. Roy and all the members commended Steve on the great work he’s done with VR and the Council and wished him the best in his new opportunity. Rebecca asked that his contact information be shared. His last day at VR is July 21st; Armando Oliva will be the interim Bureau Chief and may be going to the quarterly meeting in August.

Adjourn

Vote: Voluntary contribution for theater tickets for Aleisa’s retirement approved.
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**Business Items**

**August 8, 2017**

**Director’s Report:** Aleisa provided the division update.

- VR is now serving approximately 952 STAR participants (Student Transition Activity Record), 15-21 year olds who are not VR customers but are provided services such as job experiences. The initiative, which started in November, involves collaboration with the 53 school districts involved at this time. Students (1,000s) have also participated in the Summer Youth Program.
- Peer Mentoring pilot implemented in Area 5 with technical assistance being provided by WINTAC to expand statewide.
- Third Part Cooperative Arrangements (TPCA) will be offered by 24 school districts with 29 employment specialists. VR provides .79 to each school districts’ .21. It is expected that VR may contribute 100% by next year’s contract cycle.
- Discovery providers are increasing throughout the state in anticipation of Section 511 referrals. Over 30 are registered for spring and summer Discovery courses.
Discovery focuses on what the customer CAN do as opposed to what they can’t do and is focused on individuals with significant disabilities. Customized employment training is also being provided for providers.

- Self-advocacy curriculum 2-part course for youth (VR and STAR customers) has been developed, approved and released. Students learn how to engage with employers and co-workers and advocate for themselves on the job and beyond.
- 15,883 customers entered service in SFY 2016-2017. As of June 30, 2017, the waitlist included 55 individuals in Category 3; down from 1,449 for SFY ’16-’17 and 13, 061 for SFY ’15-’16. Categories 1 and 2-no wait. Longest time to get off waitlist is 60 days; average days-71; regular release every month.
- State legislatures require tracking of rehab rate (39.57%) while the Federal government does not. SFY ’16-17 gainfully employed-5,975, 9,123 unsuccessful closures. New measures focus on the individual’s employment-first, baseline collection, then, is the person still working 2nd and 4th quarters after exiting the program. Also, employer happiness with VR, are the same people still employed with the same employer? Also, gains that are made during the process, e.g., achievement gains for students, good grades, certificates, etc. VR is working closely with Career Source on defining the measures. Some areas are not closing cases, which brings the rehab rate down for the state. There are many initiatives underway which will help bring the rate up.
- Total placements-5,971; placements by providers-3,216. 54% of placements are provided by outside vendors. Florida utilized outside vendors for employment services more than any other state. Unsuccessful closures after referral to an employment services vendor-4,309 (47% of all unsuccessful closures). The Customer Satisfaction Survey is getting close to being able to determine customers’ experiences with individual vendors.
- Provider capacities are increasing in the areas of Discovery, Customized Employment, CBTACs (Certified Business and Technical Assistance Consultation-self-employment), Project Search sites (through help from the DD Council), TPCAs and STAR districts.
- VR is collaborating with CareerSource to understand and learn about labor market information and the FL Occupational Supply and Demand System. VR also has 27 Chamber memberships and participates in a workgroup on FL’s Apprenticeship USA grant to increase participation of individuals with disabilities in apprenticeships.
- By June 30, VR has provided career counseling and information and referral (CCIR) services to certain people employed in subminimum wage jobs through 16 active providers. The training must also be provided to all 16-21 year olds before they go into a subminimum wage job.
- Average caseload is 97, statewide. Solutions are being analyzed by area to lower the numbers.
- The Ombudsman’s unit had 2,461 contacts in SFY ’16-’17. 54% were information and referral requests; 46% were complaints for various reasons.
- There were 2 administrative hearing requests last SFY; 6, in process. Further inquiry is needed on the small number of cases (4) that went from the
Ombudsman’s office to Legal and resolved, which may have been able to go to Mediation instead.

- 48 Field Services employees have taken the year-long Supervisor Succession Training; 7 have just graduated. Lucy Mohs and Fred Wollet will present on the program at the VR Summit in Omaha.
- Service Provider Choice Directory has launched which will assist customers in making more informed choices on their providers.
- Patrick asked if an update on VR’s cashflow with regards to the grant could be provided. Aleisa said she would defer to the incoming Director. Patrick applauded VR for the supervisory training that’s been implemented. Mikey asked if there was any information on the jobs STAR students were most interested in. Julie said, not yet but there will be in the near future.

**Customer Satisfaction Survey Report:** Brian Robertson reported on the 2\textsuperscript{nd} quarter survey results, from April 4-July 6, 2017. Nat Mildner discussed the results of the focus groups in Tampa and Miami.

- Response rate-54%. Overall customer satisfaction has been steady and around 80%. Outcomes and meeting goals declined slightly; MDs will monitor. Same with choice of vocational goal. 83% said they did not experience problems. 35% (28) didn’t receive job search help or did not receive employment. Most commonly mentioned problems-wait time and agency help not effective. Communication issues have declined but most common one is customers had to leave multiple messages. Filling out forms is also a problem for customers. Being aware of the various options available if customers are in disagreement about the services they receive or don’t receive has declined. Ann said this is a concern and should be monitored; Brian agreed. Satisfaction with outside vendors is slowly trending upward. Only 9% reported being unable to work; 75% were satisfied with their current job.
- Focus group-primary diagnosis mental health; closed unsuccessfully. 6 participated in Tampa; 5 in Miami. Overall results-all in the Miami group were very satisfied; 2 in Tampa were somewhat satisfied, 4 ranged from being neither satisfied nor dissatisfied to very dissatisfied. Most understood their responsibilities and that fulfilling them would increase their chances of success. All desired more access to mental health care. Aleisa reported that much of the negative responses from customers is partly due to the mental health system in Florida. VR has no capability to sustain services once they have a job. She said hard work will be done to assist customers with resources to pursue following closure. Mikey said the new measures are much more forward-thinking so we need to really be looking at how to keep customers employed.

**Other:** Aleisa reported that the new VR Director will be Alison Flanigan, current Deputy Director of Blind Services. Alison was previously the Director of Kentucky Blind Services; has her CRC and has 15 years of VR experience. Board member of CCRC, active in CSAVR. She will start on September 18\textsuperscript{th}; Aleisa will leave on Oct. 6\textsuperscript{th} (but that could change).
**Evaluation Committee:** Members present-Ann Robinson, Beth Moore, Donte Mickens

- The full Council voted to approve moving Planning into the Evaluation committee. Coordination tasks would be completed through the Executive committee. Ann motioned for the change; Mikey seconded it. All in favor; approved. Patrick motioned to approved the minutes from 6/22 and 7/13. Donte seconded; approved.
- Jeanette Samuels and John Howell gave a presentation on the new orientation process, which incorporates employment into every step of the VR process. It was pointed out that there are quite a number of individuals who come to VR just to get the services but not necessarily employment. Ann asked that the rights, services and expectations clients should have of DVR be added to the orientation process. Aleisa agreed and said this will be reviewed. Julie explained that the purpose of orientation is for customers to understand what VR is about so that they know going in. Mikey brought up that there are region-specific issues (language) that need to be looked at when a customer enters the job market. John said the orientation presentations have been consistent.
- Discussion on focus group report-Not surprising except for the differences in the 2 groups. Some customers were happy but their cases were closed unsuccessfully. Patrick requested feedback from VR on the results of the focus group. Aleisa said we must plan prior to closure on how to assist with follow-along services (mental health). Some people may never have intended to get a job; only to obtain VR services or they may not be willing to relocate in order to get the job they want. The use of labor market information is essential.

**Legislative and Public Awareness Committee:** Members present-Patrick Cannon, Don Chester, Donte Mickens, Mikey Wiseman

- Mikey motioned to approve minutes from 6/22 and 7/13; Donte seconded; approved.
- Lucy reported that the Worker’s Compensation language is being reintroduced in the upcoming legislative session; still looking for a sponsor. VR is requesting a continuation budget and $3.7 for a new case management system to assist with WIOA compliance and a $900,000 request for a facilities upgrade. Board of Education will meet to approve on 8/16. Committee meetings begin 9/11; Council members will visit legislators on 10/9. Council decided to use the current Annual Report to distribute to legislators since the new one will not be done at that time. Mikey reported that Paul Edwards from the FRCB will attend the Capital with FRC members; however, each Council will be responsible for their own legislative agenda. Roy reported that FRCB will create their own packets. FRCB may want to target outreach to specific legislators only.
- Disability Awareness Days are: 10/4-Tallahassee; 10/6-St. Pete; 10/20-Miami. Patrick said he could attend the Tallahassee and possibly, St. Pete events (at own cost) with FRC information, including next year’s FRC schedule. Aleisa recommended doing travel forms in case of issue while attending or traveling to or
from the event. Mikey motioned for members to attend and have travel forms done; Donte seconded. All in favor. Approved.

- Annual report: Members discussed colors and graphics; asked staff to have cover changed to more subtle colors, no name brands on shirts and a simpler layout. Libby said the ROI data should be provided statewide but not by district.
- Members presented Aleisa with a gift for her retirement.

**Public Forum:**

- Patrick read Rhonda Beckman’s bio as the recipient of the Wise Award. She was not able to be in attendance.
- There were 2 individuals from the public on the phone line. Individual on the phone indicated a problem with obtaining services. She was directed to contact the Ombudsman’s office and FRC staff for assistance.
- Patrick was recognized for his service as Chair for the FRC.

**August 9, 2017**

**Planning and Coordination Committee:** Members present-Patrick Cannon, Beth Moore

- Mikey motioned to approve minutes from 6/22 and 7/13; Ann seconded; approved.
- Kim provided information on options that the FRC has in providing recommendations to the State Plan with regards to the format and process. After discussion, the Council voted to delete the Strategic Plan from the State Plan. Mikey motioned to delete the Plan; Donte seconded the motion. Approved. Ann reminded everyone that the Council will need to determine what the important issues are that should remain or be added into the Plan as well as what should be deleted if the agency would be doing it anyway. The Council requested a copy of the RSA monitoring report and a response from the draft policy comments they had made. It was suggested that the recommendations to the Plan be simple and easy to follow.
- The Council discussed the effectiveness of the FRC Strategic Plan. Roy said it was not a requirement but something was needed to make sure the Council was fulfilling its responsibilities. The Council decided to create an accountability checklist of core responsibilities which would help streamline the FRC’s approach; ensure priorities are met. This would be a helpful tool for orientation for new members as well. Mikey motioned to strike the current Strategic Plan and replace with a 1-page accountability checklist with core responsibilities of the Council. Ann seconded. All in favor; approved.
- It was recommended that an orientation for new members be held at the beginning of the November meeting.

<table>
<thead>
<tr>
<th>Action:</th>
<th>Work with FRCB staff on leg. Visits.</th>
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<tr>
<td>Action:</td>
<td>Send Rhonda Beckman’s medallion to her.</td>
</tr>
<tr>
<td>Quorum established.</td>
<td></td>
</tr>
<tr>
<td>Vote:</td>
<td>Minutes approved from 6/22 and 7/13 conference calls.</td>
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<tr>
<td>Vote:</td>
<td>The Council voted to delete the Strategic Plan from the State Plan.</td>
</tr>
<tr>
<td>Action:</td>
<td>Obtain response from VR on draft policy comments and RSA monitoring report.</td>
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<tr>
<td>Vote:</td>
<td>The Council voted to replace the current Strategic Plan with an accountability checklist of core responsibilities.</td>
</tr>
<tr>
<td>Action:</td>
<td>Staff will create a draft accountability</td>
</tr>
</tbody>
</table>
Executive Committee: Members present-Patrick Cannon, Ann Robinson

- Mikey motioned to approve minutes from 6/22 and 7/13; Ann seconded; approved.
- Patrick nominated Donte and Mikey for the Chair position; Donte declined. Ann supported Mikey as Chair. Affirmation vote to elect Mikey as Chair; all in favor. Approved. Patrick nominated Donte as the 1st Vice Chair. Ann supported Donte as 1st Vice Chair. Affirmation vote to elect Donte as 1st Vice Chair; all in favor. Approved. Patrick nominated Beth as 2nd Vice Chair. Mikey seconded the nomination. Affirmation vote to elect Beth as 2nd Vice Chair; all in favor. Approved. New officers’ terms will be from Oct. 1, 2017-Sept. 30, 2018.
- The Council decided on the following schedule for quarterly meetings in 2018:
  - January 16-17 – Area 2
  - May 15-16 – Area 5
  - August 7-8 – Area 3 (east)
  - November 6-7 – Area 1
Future dates will be decided 1 year out.
- The Council spent 75% of the annual budget. Aleisa reminded the Council that it may get tighter in the future so they should be mindful of expenditures. Mikey asked that the budget be broken down in order to analyze and project expenses. Donte offered support in the analysis. Mikey motioned to approve the budget. Donte seconded; All in favor; approved.
- The Council voted to send Kim to the CSAVR conference in Greenville on November 11-15. Mikey motioned; Donte seconded. All in favor; approved. If Mikey can’t go, Donte may be interested. It was again recommended that a short meeting, either by conference call or at the beginning of the November quarterly, be scheduled for new members to give them an overview of the FRC and what’s important to focus on.

Other

- The August conference call was moved from the 10th to the 24th.

The meeting was adjourned by Aleisa.
Florida Rehabilitation Council (FRC)

Patrick Cannon – Chair

Full Council Conference Call Minutes-August 24, 2017

<table>
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<tr>
<th>Members Present</th>
<th>Staff</th>
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<tr>
<td>Ann Robinson</td>
<td>Roy Cosgrove</td>
<td>Libby Moody</td>
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<tr>
<td>Don Chester</td>
<td>Kim Thomas</td>
<td>Julie Kates</td>
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<tr>
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<td>Donte Mickens</td>
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<td>Mikey Wiseman</td>
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**Business Items**

**Legislative/Public Awareness Committee:** Business moved to Sept. 14th conference call.

**Evaluation Committee:**
- Julie updated the council on VR’s feedback to the FRC’s policy changes’ recommendations. Changes are still in draft form; waiting for RSA to review.
  - All references to “Client Assistance Program (CAP)” have been amended, based on recommendation.
  - Chap. 2-Agree; rewriting release of information for employers. Won’t change policy; different release form customer will sign.
  - Chap. 3-Mediation: part of rewrite; needs more discussion.
  - Chap. 5-Graduating students: part of rewrite or in conjunction with feedback from RSA.
  - Chap. 9-Rehab. Tech. (RT): Placement of Vehicle Mod exemption fixed and implemented (no longer subject to Financial Participation). Ann asked if other RT services are still not exempt; they can be a hardship. Julie has asked her team if Financial Participation is working; how is it being implemented; does it add value; or if we’re saving money. Ann offered her assistance in working with VR on the issue, if needed.

No Quorum established.

Quorum established at 4:45.
Chap. 18-Services and transfers to other agencies: Part of rewrite. Need to address how to approach the case closure process due to WIOA implementation; make more meaningful. Will need amendment to State Plan. Mikey applauded VR for the in-depth look at Financial Participation, Vehicle Mods, etc. He asked for elaboration on instructions to staff on interrupted time a provider has referral but is unable to provide service to customer due to circumstances beyond the provider’s control. It will be reflected in the provider’s stats in the Vendor Choice Directory. Julie suggested discussing with P&P before it goes online; Mikey suggested a procedure in which the provider could address with the VRC and put the customer in “status interrupted”. Julie said she will take the recommendation back to the team.

- Ann reported that DBS’s website had minutes regarding RSA’s monitoring but VR has not received any information. Mikey reported that RSA looked closely at pre-employment and transition services. Julie reported the same monitoring tool was used for both, which she will send. VR should have the draft RSA monitoring report by mid-September. Some issues that will appear in the report are related to relationships with WIOA partners, performance, supported employment and pre-employment transition services, fiscal reporting and accountability. VR has requested TA to assist with WIOA implementation. They looked at the State Plan, Adult and Career Education; infrastructure support of the workforce system; data reporting and integrity. They also did a case review. No surprises on the exit call; VR was aware of most of the criticisms. VR was not in agreement with some, which will be addressed in the response. 1st and last meetings were conducted with DBS but reviews were done separately.

- Ann asked that the Evaluation minutes from 8/8 be amended to reflect Ann’s recommendation that the section on customer rights and services be beefed up in the Orientation and that Aleisa had agreed to take it under consideration.

- Ann said the council is open to suggestions for focus groups. Julie suggested discussing with Alison and coming back to the council in November with ideas.

- Ann said VR is ok with Market Decisions’ new calculation method for response rate. No disagreement from members.

- Ann thanked Kim and Roy for the draft Federal Requirement Accountability Checklist to replace the Strategic Plan; will be voted on with full council. Libby expressed pleasure and thanks in how the council is going.

- Donte motioned to approve 8/9 minutes with edits; Beth seconded the motion. Approved.

**Executive Committee:** Business moved to Sept. 14th conference call.

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- Ann thanked Kim and Roy for the draft Federal Requirement Accountability Checklist to replace the Strategic Plan; will be voted on with full council. Libby expressed pleasure and thanks in how the council is going.

- Donte motioned to approve 8/9 minutes with edits; Beth seconded the motion. Approved.

**Executive Committee:** Business moved to Sept. 14th conference call.

**Adjourn**
The following represents a summary of deliberations, advice, comments and motions that comprise this monthly FRC conference call. Please see each committee for committee minutes.

<table>
<thead>
<tr>
<th>Agenda Item Discussion</th>
<th>Outcome/Action</th>
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<tbody>
<tr>
<td>Call to Order</td>
<td>Quorum Established at 4:10 pm.</td>
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<tr>
<td>Chair Remarks: Mikey opened the meeting, welcomed members</td>
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<td>and asked for a motion to approve the agenda. All members</td>
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<tr>
<td>voted and approved.</td>
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**Business Items**

**Legislative/Public Awareness Committee:**
- Mikey moved to approve minutes from 8/8/17. Don Chester seconded; all voted and all approved.
- Lucy provided an update on Legislative activities. Lucy thanked the Council for its recent legislative outreach. Lucy commented that she had received many business cards from Legislators and staff and they were following up on questions. Regarding the workers’ comp bill, DOE still needs to approve the bill but when DOE approves, Senator Baxley has agreed to sponsor; VR is seeking a House sponsor. Allison went to an Education Appropriations subcommittee meeting as part of a State University System presentation; there were no questions for VR. Senator Ahern chairs that Committee and is a huge supporter of VR. The St. Pete Disability Employment Awareness Celebration event went very well. There were multiple legislators there to support employer appreciation and disability awareness and there were approximately 200 people in attendance, many of which were employers. Mikey thanked everyone for promoting these events and for the legislative outreach. Kim agreed it was a very successful outreach. Mikey asked for feedback regarding a request from Senator Cortes when appropriate (support for
individuals coming to Florida from Puerto Rico). When feedback is available, the item can be added to a future agenda for discussion.

- Roy discussed that updates for the Annual Report were coming in from all parties and that the report was shaping up and a draft would be provided to members for their review, comments and approval at the November quarterly.

**Evaluation/Planning Committee:**

- Ann asked for minutes from 8/24/17. Beth moved that minutes be approved; Donte seconded. All members voted and approved.

- Ann discussed the information to be used to provide updated comments to the State Plan. Ann discussed that the materials have been reviewed by Libby and Kim and cleaned up and bulleted for members to review and comment on. Kim also put together information from other states for members to consider in developing council feedback. Ann asked for comments on the materials (provided to members for this conference call) and asked for comments on the format of the materials and any new issues that should be considered for member review during the quarterly. Mikey discussed that the new format flows so much better and will make the review much easier. Ann discussed that regarding new ideas that may be added, she would recommend more priority on that; that order of selection has been well addressed. Ann discussed that working with Allison, there may be some items that do not need to be in the State Plan feedback. Allison indicated she will be happy to provide her perspective. Allison indicated they are addressing conflict resolution issues and that this will be a continued conversation. Libby indicated she will be having additional trend data for members to consider in prioritizing FRC State Plan comments.

- Regarding the accountability checklist, Ann asked for Committee members to comment. Members discussed this and it was brought to a vote to approve and send to the full council as a motion from the Evaluation Committee. The Committee and full Council voted to approve as well.

- Julie Kates provided feedback on the monitoring report; results have not been received and are expected in approximately 6 weeks.

- Julie Kates provided feedback on VR recommendations for the next customer satisfaction survey focus group scheduled to be conducted in the first year of the contract amendment. Julie discussed that VR recommends finding out more about the preferred communication of youth and transition age group in order to better understand how VR can adjust their processes. This will be discussed further at the quarterly meeting.

- Ann discussed comments from the discussion on VR policy from the August 24 minutes and said that the minutes from that meeting indicated that mediation needed more discussion and would be looked that. Ann asked why it may require an amendment to the State Plan to amend chapter 18 (services and transfer to other agencies at closure). Julie indicated this was related to financial participation.
Executive Committee:
- Mikey asked for a roll call and a quorum was established. All Members voted and approved minutes from August 8 Executive Committee.
- Membership update - Mikey thanked Patrick for his work on this. Mikey discussed he and Patrick recently met with the appointments office and that we are expecting new members.
- Mikey discussed that Martin Luther King holiday falls on a travel day for the January quarterly meeting. Mikey asked members if this should be moved to avoid this conflict. Donte suggested this be moved; Ann agreed. Members discussed and agreed. Kim discussed we would not know for sure if the day could be moved until we spoke to the hotel. Members voted to approve moving this, travel on Tuesday, meeting Wednesday and Thursday.
- Mikey discussed the budget report and previous member recommendations to add additional breakdown of information to the projected expenditure section for members to see if they are on track for spending under the allocated budget, especially with expected increased members and costs and travel locations. Mikey suggested this projection could be taken into account when scheduling a year out as well as traveling for conferences. Donte offered to work with staff, members agreed. Mikey recommended continuing to discuss with Allison going forward and adding note to share with new members. Ann suggested having one quarterly by conference line. Members will continue to consider this option and revisit this at some time over the next two quarters.
- Mikey provided feedback from the Summit Group conference. Mikey discussed that there was a lot of discussion regarding data collection and if data is being collected to meet WIOA compliance. Libby discussed that VR is working to both understand and address data collection. Libby discussed there is still uncertainty as to if the correct data is being collected and how to accomplish that. Mikey and Libby indicated all state VR programs are working on this issue with the Rehabilitation Services Administration.
- Mikey discussed feedback regarding job matrix. Julie discussed that VR could provide feedback to the FRC by the May quarterly.
- Mikey discussed the November quarterly agenda and noted that the agenda was put together with the expectation of new members participating. Mikey polled members as to who could attend; current members are expected to attend. Donte recommended that a glossary be developed and Roy indicated this would be put together by the next quarterly. Donte asked if an update can be provided at the January quarterly on VR process for security of customer information. Ann discussed this topic was important and could be added to state plan comments. Members complimented Mikey for leading his first conference call.

Vote: Executive minutes approved from August 8, 2017.

Vote: Move the January meeting by one day to not conflict with MLK, all members voted and approved.

Action Item:
Staff will bring budget report to the next meeting with additional budget projection information and note to add discussion of spending with new members.
Action Item: Add discussion of job matrix at the May quarterly.
Action Item: Compile glossary of terms for new members.
Add topic of security of customer information at January quarterly.
**Florida Rehabilitation Council (FRC)**

**Michael Wiseman – Chair**

**Full Council Conference Call Minutes-November 16, 2017**

**Members Present**
- Mikey Wiseman
- Ann Robinson
- Donte Mickens
- Amanda Brown
- Michael Adamus

**Staff**
- Roy Cosgrove
- Kim Thomas

**VR Staff and Guests**
- Libby Moody

The following represents a summary of deliberations, advice, comments and motions that comprise this conference call.

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<tr>
<td><strong>Call to Order</strong> Mikey welcomed everyone and asked that introductions be made.</td>
<td>Executive Committee quorum established at 4:15.</td>
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- Members of the **Executive Committee** (Mikey, Ann and Donte), along with Amanda and Michael A., met to finalize language to be included in the State Plan. Suggested language was, “Analyze and identify any trends under the rehabilitation engineering service category by service type and VR area”, under Recommendation 2, Job Placement Strategies.
- Additional recommended language was, “In addition to the aforementioned platforms, we continue to encourage in person attendance in varying locations throughout the state”, to be included under the Public Forum Summary.
- Donte motioned to include both statements in the State Plan; Ann seconded the motion. Approved.

**Adjourn**
The following represents a summary of deliberations, advice, comments and motions that comprise this meeting of the FRC Quarterly Meeting. Please see each committee for committee minutes.

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<td>Quorum Established</td>
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<tr>
<td>Chair Remarks:</td>
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<tr>
<td>Mikey Wiseman welcomed everyone and asked everyone to introduce themselves. Mikey recognized new FRC Members. Mikey covered housekeeping items.</td>
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**Day 1 Agenda**

**November 6, 2017**

**Ice Breaker:**
Members shared two things that were true about themselves and one that was not. Other members then decided what they thought was not true.

**New Member Orientation:**
Roy began with discussion of ShareFile and how FRC staff provide materials to members. Mikey noted it is important to review materials ahead of calls or meetings to be ready to contribute. Roy provided a brief overview of the FRC with members discussing aspects of the Council of interest. Mikey provided a brief overview of the Sunshine Law and Roy discussed basic travel process for members. Mikey encouraged members to participate in Council work and join committees of their interest.

**State Plan Feedback Discussion:**
Ann started by reviewing the existing FRC recommendations and VR responses. Ann started with Recommendation 1, Transition. Members voted to keep this first in order and the language the same with the addition of showing continuation of effort for the bulleted points. Regarding Recommendation 2, Job Placement Strategies, members moved this to the 2nd spot. Under the first bullet, members voted to approve analyzing and identifying trends under the rehabilitation engineering service category by type and area. Under bullet two, language was added to strengthen engagement with business leaders. Under bullet three, members voted to approve language to develop a deeper understanding of customer strengths and develop tools to communicate succinctly with employers. Under bullet four, members approved language to fully support the VR initiative to obtain Workers Compensation coverage. Under bullet five, members voted to recognize VR’s efforts to increase the capacity of the number of providers using the discovery Model and that self-employment initiatives should continue to be emphasized. Under the sixth bullet, members voted to evaluate the effectiveness of the Abilities Work Help Desk. Under bullet seven, members recommended further building capacity for job customization and that Innovation and Expansion projects should include unserved and underserved populations. Mediation and Conflict Resolution was moved to Recommendation 3. Members approved the following language: Promote Rights education for customers and VR staff as a core principle. Collaborative discussions enhance informed choices. Recommendations 4 was Public Awareness of VR. Members approved approved the following language: bullet 1, Develop a media campaign to share the history of VR, Florida specific services, successes and accomplishments. Bullet 2, Provide an accessible on-line application. Bullet 3, Engage businesses as mandated partners. Recommendation 5 was Counselor Recruitment and Retention. Members approved the following language: Bullet 1, Actively promote advocacy curriculum that’s been developed. Bullet 2, Identify new ways to recruit employees while implementing long-term retention strategies. Members voted to remove the former Recommendation 2, Order of Selection, as this has been well addressed by VR. Members agreed that the
Introduction to the 2017-2020 Unified State Plan be completed at the November 16 conference call.

**Business Items**

**November 7, 2017**

**Director’s Report:** Allison provided the division update.
- VR has not yet received the monitoring report from the Rehabilitation Services. When the report does come it will be in draft form and VR will have 20 days to respond.
- Regarding expenditures, VR had to return a little over 18 million in August which was from pre employment transition funds for fiscal year 2016. Allison discussed the formula required by RSA regarding spending those monies and the initial difficulty to spend those funds. Allison indicated that VR has 24 million of 2017-2018 monies to spend and they are working to utilize all of those funds.
- RSA is requiring new data points and to accommodate that, VR is evaluating the sustainability of the Rehabilitation Information Management System (RIMS). VR will be putting out requests for a Request for Information (RFI) to determine what case management systems are out there and to explore options.
- September 2017 Youth & Student Snapshot. VR is now serving approximately 1181 STAR participants in the Student Transition Activity Record (STAR), federal law requires 5 specific services under STAR and that a minimum of 15 percent of the VR budget must be spent on that.
- Peer Mentoring pilot in Area 5 (east coast), during the 3-county pilot 37 youth have received peer mentoring. Intensive Technical Assistance Planning with WINTAC will support the Peer Mentoring Pilot expansion to a statewide program, with plans to offer staff and provider training throughout the state by March 2018.
- Third Party Cooperative Arrangement (TPCA) expansion efforts, TPCA will be offered by 25 schools with 39 Employment Specialists in the 2017-18 school year, and will reach a minimum of 234 students
- Discovery – continuing to increase statewide provider capacity in anticipation of Section 511 referrals. 49 additional providers will be available pending completion of summer and fall Discovery courses.
- Self-Advocacy- over 200 providers have taken the Self-Advocacy post-assessment and are in approval process to be able to provide services.
- 80 customers entered service from July 1, 2017-September 30, 2017. As of September 30, 2017, the waitlist included 33 individuals in category 3 and the average days on the wait list was 62.
- The State legislature requires tracking of rehab rate (30.56%) while the Federal government does not. From July 1, 2017-September 30, 2017 there were 1,159 individuals gainfully employed and 2,634 unsuccessful closures.
Provider capacity is up in all areas with 102 certified Discovery providers and 49 in queue, 29 customized employment providers and 64 CBTAC providers. There are also 25 school districts participation in third Party Cooperative Agreements as well as 56 districts participation in STAR.

Regarding WIOA business relations:
- Business Representative positions- 8 of 11 have been filled; vacancies exist in Pensacola (Area 1), Ocala (Area 2) and Miami (Area 6)
- Collaboration with CareerSource Florida continues –training in July by DEO for BR and Bureau of Vendor and Contracted Services on Labor Market Info and FL Occupational Supply and Demand System
- Collaborating with Vendor and Contracted Services to identify how providers can support services to employers and increase jobseeker referrals to business partners
- We have 27 Chamber of Commerce memberships resulting in business partnerships – Salesforce will track progress
- Participating in workgroup on FL’s Apprenticeship USA grant to increase participation of individuals with disabilities in apprenticeships
- Regarding section 511 (services to individuals who are employed in sub minimum wage jobs) there are 21 providers now who are available to provide required training to these individuals. In SFY 2016-17 training was provided to 4780 individuals.
- Average caseload is 93, statewide which is lower than previous reports.
- The Ombudsman’s Office had 519 contacts from July 1-September 30, 2017. 50.5% were for information and referral requests, 49.5% were complaints for various reasons.
- There were 3 administrative hearing requests from July 1-September 30, 2017.
- Supervisor Succession Training Program (SSTP) moving to statewide implementation.
- As of October 2017, 25 VR employees have graduated from SSTP, and 27 employees are currently enrolled.
- Service Provider Choice Directory (aka Vendor Profile) launched in early August
- Orientation webinars presented to VR staff and Providers in late July
- Regarding the vendor choice directory VR recorded 500,000 pages viewed and 37,000 visits. VR is pleased with the level of use of this directory. Julie indicated feedback about the directory has been neutral to positive from vendors regarding the directory.
- Michael asked a question about training required for VR Counselors, Allison discussed the process used in Florida and the system of personnel development.
- Members thanked Allison for her report.

• Brian from Market Decisions (MD) reported the survey response rate was 26.7% with a completion rate of 82.8%. Overall customer satisfaction has been steady and around 80%. Outcomes and meeting employment goals declined slightly, MD will monitor. Same with choice of vocational goal. 83% said VR helped them become more financially independent. 80% indicated they did not experience problems. 75% were satisfied with their current employment. 20% of customer indicated they had a problem with VR with the most commonly mentioned problem, followed by VR did not help me find a job and counselor was not supportive. Customers also mentioned filling out forms, the general sense being that there is a lot of paperwork. Communication continues to be an issue. 70 percent of customers were aware they could contact the VR Counselor if customers are in disagreement about the services they receive, 62% were aware they could contact the VR Supervisor, 45% were aware they could contact the VR Ombudsman’s Office and 51% were aware they could contact the disability rights Florida, Client Assistance Program. 36% indicated they were aware of all 5 of the options. An idea that Market Decisions will continue to look at is the group with the higher knowledge of conflict resolution options also reported more employment outcomes. Patrick asked about comparing satisfaction between Area 4 (that had VR Works initial rollout) and other areas, Market Decisions indicated this could be evaluated. Mikey asked if Y and G coded individuals are being surveyed. Julie discussed that youth and transition customers would be surveyed but not pre vocational and Student Transition Activity Record (STAR) customers. Members thanked Brian for presenting the Survey Report.

• **Focus Group:** Members discussed Julie’s recommendation to conduct focus groups on VR communication with youth and transition age youth. Members voted to conduct the 2017-18 focus groups on this theme and topic.

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**Evaluation and Planning Committee:** Members present-Ann Robinson, Patrick Cannon, Beth Moore, Donte Mickens

• The Evaluation Planning Committee members discussed FRC recommendations to the State Plan. The Committee discussed the recommendations made from the full Council on November 6. Those recommendations are captured in the State Plan Feedback Discussion. Committee member voted unanimously to approve discussed recommendations. The full Council then voted to approve the recommendations as discussed.

• Discussion on needs assessment- Libby discussed the VR has not started on the needs assessment. Libby indicated that VR will be asking for feedback from FRC members and that this will be discussed at the next quarterly in January. Mikey asked if the results of the focus group could be used in the Needs Assessment. Ann noted that survey questions could be modified to utilize for the Needs Assessment.

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**Full Council Vote:**

conduct 2017-18 focus groups on VR communication with young adults and transition age youth.

**Quorum established.**

**Committee Vote:**

Members voted to approve State Plan Recommendations as discussed.

**Full Council Vote:**

Council approved State Plan Recommendations as discussed.
**Legislative and Public Awareness Committee:** Members present—Patrick Cannon, Don Chester, Donte Mickens, Mikey Wiseman

- Patrick motioned to approve minutes from 10/12/17; Mikey seconded; approved.
- Lucy thanked everyone for their work in the legislative outreach in October. Lucy followed up with all inquiries; some were general questions, some were related to the workman’s comp bill. Lucy indicated the Senate Bill number is 648 and they are looking for a member in the House to sponsor. Lucy indicated they were gearing up for the 2018 session, that it starts on January 9th. Governor Scott’s approved is due out by mid-December and that VR is looking for a continuation budget. Mikey also discussed the legislative outreach was a great success and noted that Ann, Patrick, Donte and Mikey participated, along with Paul Edwards from the DBS Council. Members then discussed the Annual Report. Members made several recommendations. Ann noted a concern that the language for the Ombudsman’s Office should be reviewed as the Office cannot be impartial as it is staffed by VR staff. Members discussed this and then voted to replace the Ombudsman’s section in the Annual Report with 511 information.

**Executive Committee:** Members present—Mikey Wiseman, Patrick Cannon, Beth Moore, Ann Robinson

- Roy provided an update on FRC membership and that 5 new members and 2 returning members had just been appointed. Members discussed remaining openings and that continued recruitment occur.
- Mikey discussed the vacant Chair position for the Legislative –Public Awareness Committee, Mikey offered that Janet Severt may be interested and Patrick offered to act as interim Chair until a successor is chosen and approved. The full council voted to approve the motion to Make Patrick interim Chair.
- Roy provided the FRC Budget Report and discussed that FRC was currently at 15 percent spending for the year had spent $75,484.50 to date. Members discussed projected expenses and noted that FRC was well within the budget for this year. It was noted that even with new members appointed and an increase to travel cost, FRC should be well within budget. Members discussed continuing to

**Public Forum:**

- Mikey welcomed everyone and the public forum guidelines were read. Mikey asked for members to introduce themselves and then an introduction follow of FRC guests. Mikey invited those in person and on the phone to comment. Cory spoke about Project Search, Jennifer a concern about getting feedback from VR on their vendor application and getting referrals from VR. Julie suggested contacting local VR staff to educate about their vendor services. Dana commented on
working as a vocational evaluator and that he recommends for transition students that there be better coordination between schools, transition specialists and VR so they do not get overloaded with 30-60 evaluating referrals in a short period of time. Another individual discussed there had been delays in requests for vendors to conduct services due to delays in IPE amendments taking a long period of time, Julie indicated they would look at this issue along with considering a new information management system upgrade VR will be considering. Another individual Brian discussed the High School High Tech Program and great things they were doing. Mikey thanked everyone for attending and closed the public forum.

November 8, 2017
Executive Committee Reconvened: Members present- Mikey Wiseman, Patrick Cannon, Donte Mickens, Beth Moore, Ann Robinson

- Mikey welcomed everyone, roll was taken and a quorum of the Council established. Mikey began by bringing a memo to the Council from a qualified representative of a VR customer. Mikey reviewed the memo that discussed that the customer and representative would like to see more ability for customers to choose their vocational goal and services that may be needed for that goal. The memo also indicates that VR policies are vague and hard for VR staff to apply. The advocate and customer would like to see VR policy codified by rulemaking. Julie discussed that VR was aware of the qualified representative and customers concern and that it had been partially addressed via the appeal process. Additionally, Julie indicated VR is looking at policy and rulemaking. Ann discussed that FRC became aware that VR has had eligibility delays and she asked that FRC be kept informed. Julie discussed that this was an ongoing issue and that new measures in WIOA and new internal controls will improve this metric. Members discussed what response to send to the qualified representative, members voted to send a response under the Chairs name indicating that the questions brought were reviewed by the Council, discussed with VR and that the council will continue to review this topic and advise VR as appropriate.
- Members discussed that Market Decisions could bring a different topic of focus in the Customer Satisfaction Survey report every quarterly, Brian had discussed a correlation between customers knowing their options to resolve disputes and vocational outcomes. Brian suggested that the next focus area be on customers understanding of the appeal process. Members discussed this was a good use of the survey report, that the information could be very helpful and no financial impact. Members voted to approve having Market Decisions provide a focus topic in the Quarterly Report.
- Members discussed an individual who attendind the meeting this day and displayed inappropriate behavior. Members suggested that the detail of what occurred be documented for council review and then possibly provide that to vendor relations.
- Members reviewed the 2018 meeting schedule and recommended changing the previously suggested dates of November 7 and 7 to October 23-24. Members agreed to conduct the conference call scheduled on November 16, 2017, to approve the introduction to the State Plan Feedback. Members recommended not holding the December conference call on December 14. Mikey thanked everyone for attending and members congratulated him on Chairing his first meeting.